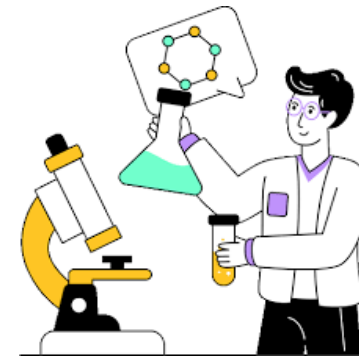




Closing the Gap:  
Embedded Telemedicine,  
Bridge to UHC

25<sup>th</sup> October 2023

BIMA Doctor



Diagnostics

tele-consultation



Customers



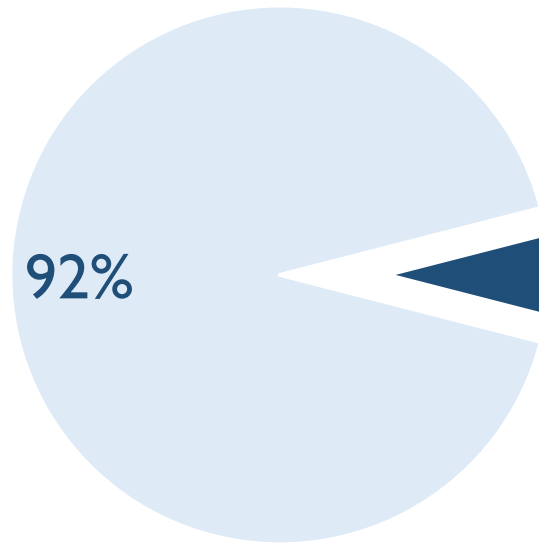
Pharmacy Delivery



Hospital



# BIMA Doctor Service Utilization



8%

Doctor Service



CSAT - 91%

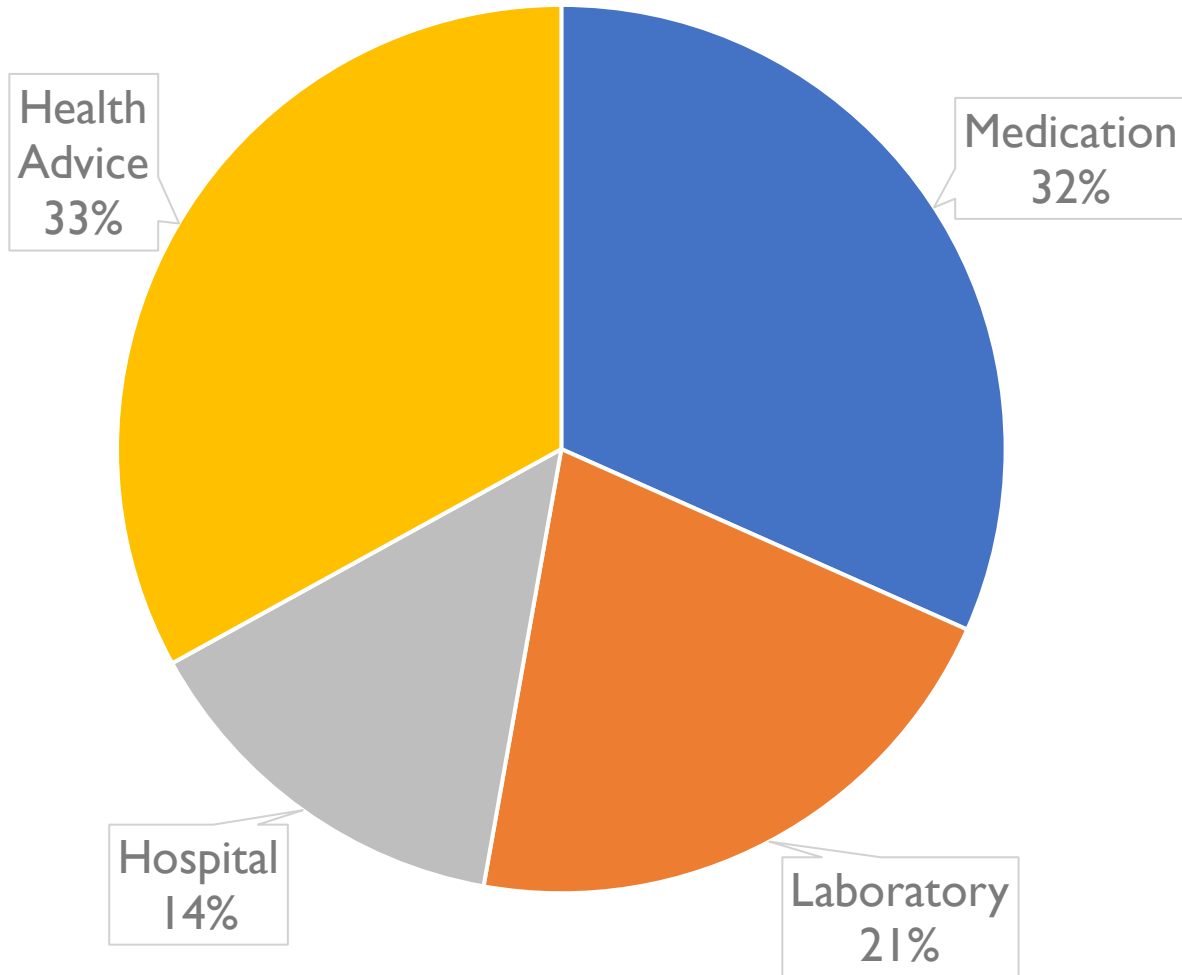


NPS - 83%

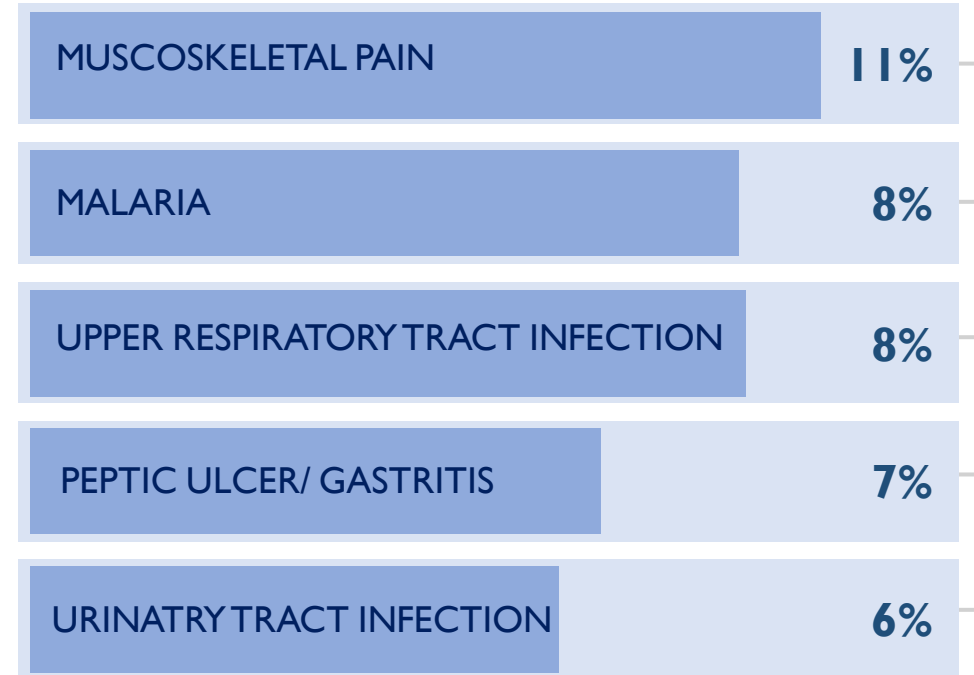


# Doctor Consultation Outcomes

Consultation Outcomes

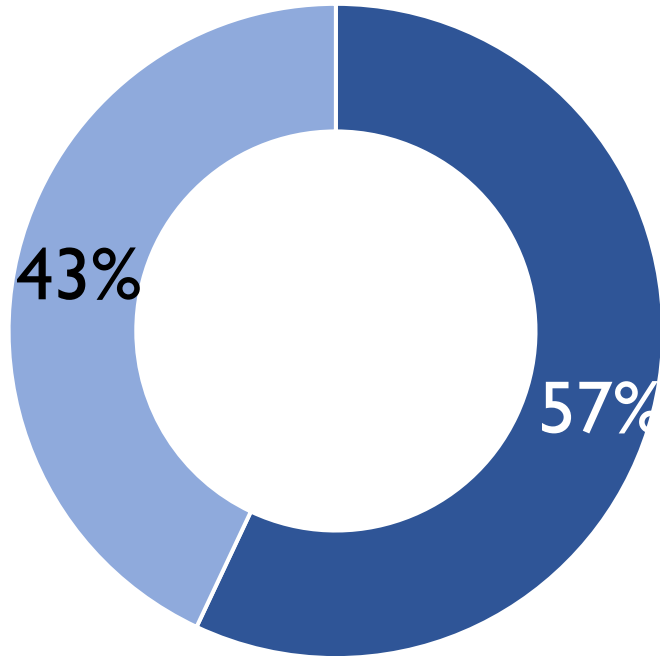


## Top 5 Diagnoses



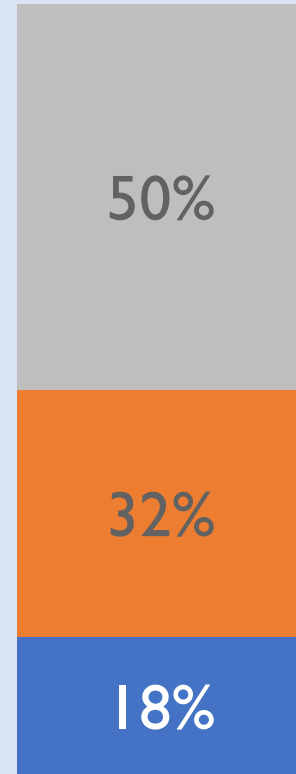
# Social Inclusivity Dynamics

Customer Share By Gender



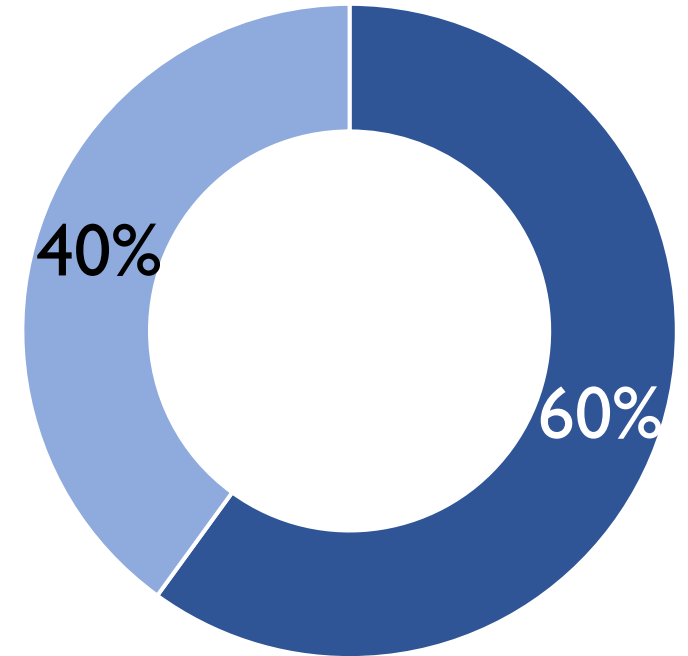
■ Female ■ Male

Service Utilization By Age Group



■ 18-25 ■ 26-34 ■ 35+

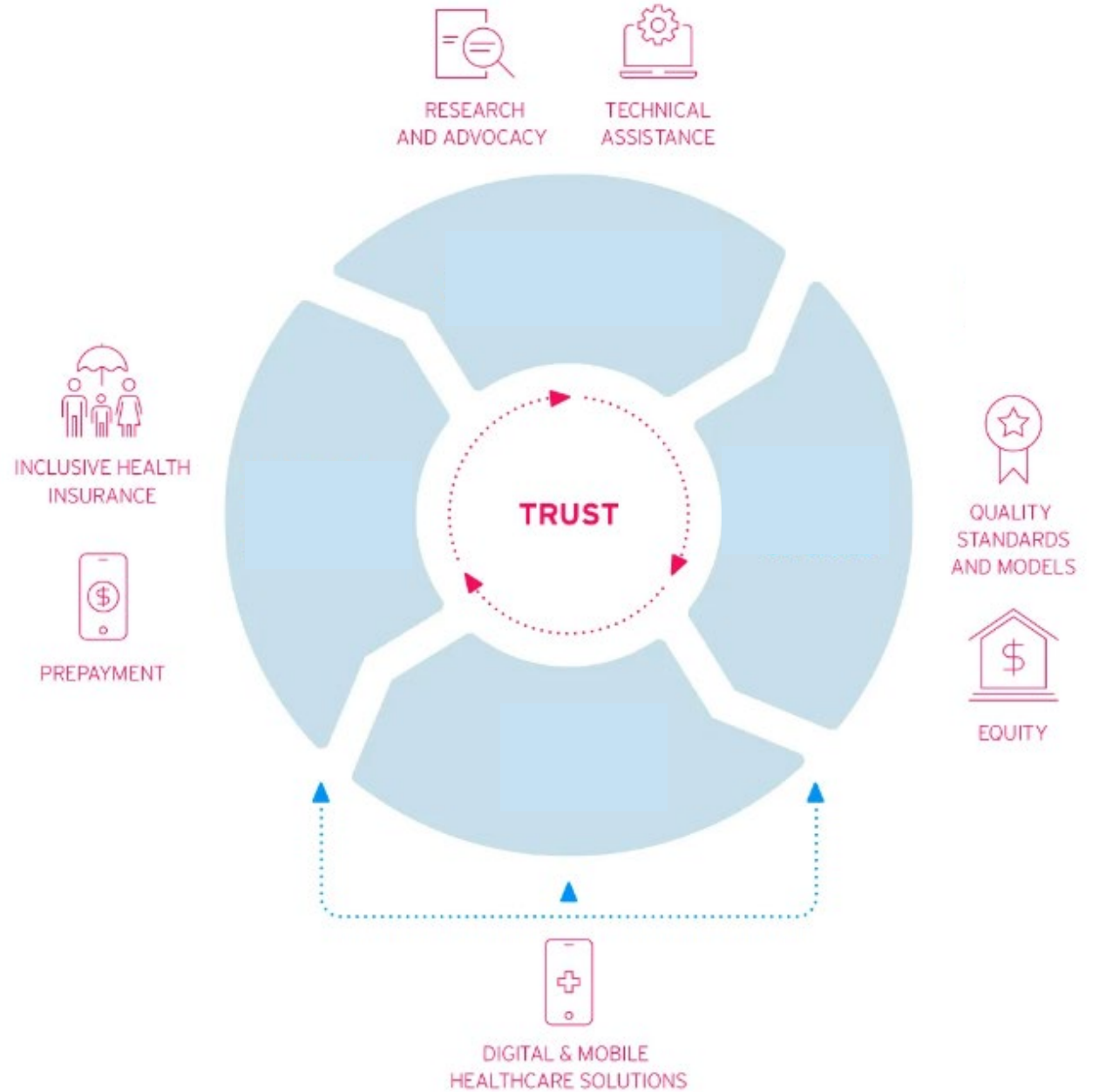
Doctor Consultation By Gender



■ Female ■ Male

# Bridging the Gap

In the absence of optimum health **infrastructure** on the continent, Digital Health provides that seamless bridge towards UHC





**Join us**

as we reshape the  
future of healthcare  
in Africa

